

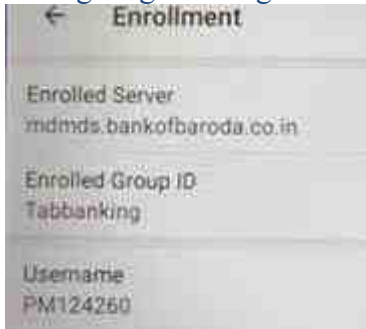
Dear Sir,

Please follow below steps to resolve tunnel “**Not Configured**” and **Loading page** issue:

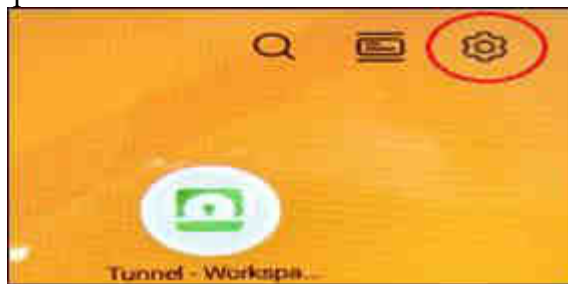
1. Ensure below details are correct.

Go to - Hub>This Device>Enrollment>Username

- **Username:** should be Staff User/Domain ID (if not, then logout from device and login again using Domain ID & password)



- **Logout process:** Select Settings>Logout. And login again using Domain ID & password.



2. Go to Hub>This Device>**Sync Device**

Ensure **Last seen** is latest Date and time (Wait for approx. 1 min to update)



3. **Clear Cookies & Cache memory**

Go to - Chrome>Settings>Privacy and security>Clear browsing data>Time range-All time>Clear data

4. Go to **Tunnel App**>Continue>I Understand>Accept. Ensure **“Connection**

**Available”** status and ensure **key logo**

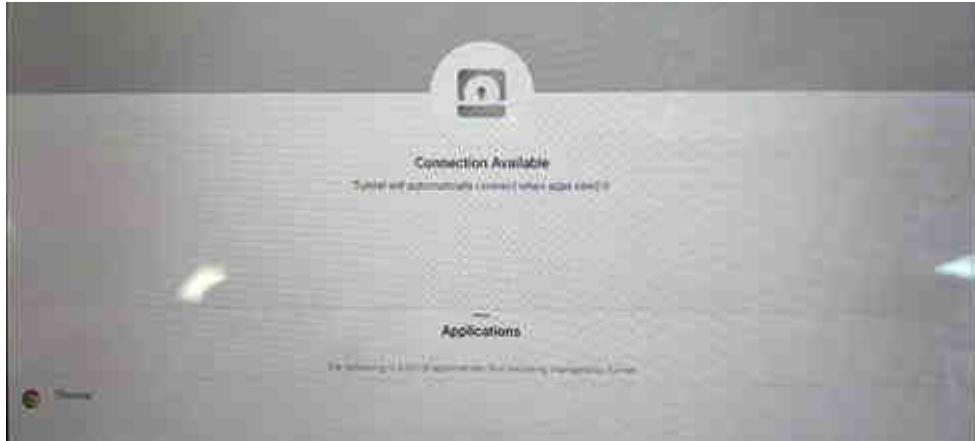


is available.

If facing error like "Not Configured" wait for few minutes and keep tablet connected to internet, **“Connection Available”** status will appear automatically and **key logo**



will appear on tab screen.



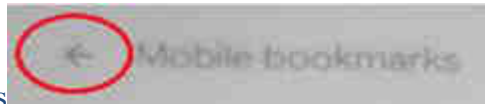
**Staff will be able to access Tab-IT Applications/Account opening URL only after key logo**



**is available.**

5. If staff is still **unable to access applications from Tab-IT** and facing issues like **Loading error**, please access A/C opening URL from **chrome bookmarks**. Follow below steps:

Go to - Chrome>Bookmarks>Click back arrow button on left side of Mobile



bookmarks >Managed  
bookmarks>AccountOpening or AccountVerification.

From bookmarks URL staff will be able to access A/C opening pages.

Advice branch to follow above steps and they will be able to access A/C opening URLs.  
Please revert back if any issue faced.